

**U.S. Department of Labor**

Employment Standards Administration  
Office of Workers' Compensation Programs  
Division of Federal Employees' Compensation  
Washington, D.C. 20210



File Number:

Dear Human Resources Manager:

The Office of Workers' Compensation Programs (OWCP) continues to work to process your workers' compensation claims better and more efficiently by making technological improvements. Since July 2001, when the program completed the installation of OASIS in all of our district offices, all new workers' compensation claims have been maintained as imaged records only. Beginning in January of 2002, OWCP created a central mailroom in London, ~~Kentucky to service~~ all of the district offices, and new mail on all cases is imaged there. The use of a central mailroom has greatly reduced the time in routing mail to the responsible claims staff in the district offices, and the occurrence of misfiled or misplaced mail.

The program is ready to move forward again. Effective September 2, 2003, OWCP will consolidate FECA medical authorization and bill payment processes with a single company, ACS. If you have questions regarding a medical bill payment or reimbursement matter, you should access our website at: <http://owcp.dol.acs-inc.com>.

If you need to speak with us regarding a medical authorization or the status of a medical bill, you should call our new toll-free number: 1-866-335-8319. This easy-to-use interactive voice response system is available 24 hours a day, 7 days a week, and provides real-time responses to callers. You will also have the option of speaking with one of our specially trained customer service representatives Monday through Friday, from 8:00 a.m. to 8:00 p.m., Eastern Standard Time. A dedicated fax machine is also available to accept medical authorization requests at: 1-800-215-4901. Providers who frequently serve FECA claimants are also being advised of these services.

All mail, billing, and medical authorization requests are to be sent to our central mailroom address at:

**U.S. Department of Labor  
DFEC Central Mailroom  
P.O. Box 8300  
London, KY 40742-8300**

**Note:** Certain information submitted by you as the employer should continue to come to our existing district office addresses. All **CA-1s, CA-2s, CA-5s and CA-6s** along with the supporting attachments, should be routed to the district office through existing channels, as new cases can be created only in our offices. All **CA-2As, CA-7s, CA-7As & Bs, and CA-16s** should also be routed directly to the district office as these forms are tracked in our system for performance measures. Investigative memos and attachments should continue to be sent to the district office.

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Also, for accurate and efficient processing of the correspondence, forms and bills, please ensure that the correct 9-digit case file number is on each page in the upper right hand corner, whether the material is being sent to Kentucky or to the district office.

We are confident that centralization and modernization of our medical authorization and bill payment processes will result in improved customer service to you. Thank you for your cooperation in disseminating this information to your staff.

Sincerely,



DEBORAH B. SANFORD

Director

Federal Employees' Compensation